



Submit Complaint to:

SUBSURFACE SYSTEMS BUREAU
29 Hazen Drive, P.O. Box 95
Concord, NH 03302-0095
(603) 271-3501

N.H. DEPARTMENT OF ENVIRONMENTAL SERVICES (NHDES)
SUBSURFACE SYSTEMS BUREAU (RSA 485-A)
COMPLAINT FORM

SECTION 1:

(Please fill form out as complete as possible.)

VIOLATOR INFORMATION (IF DIFFERENT FROM OWNER): ☒ OWNER IS VIOLATOR

Last Name: _____ (or Company Name), First: _____ MI: ____
Address: _____ City: _____ State: _____ Zip: _____ - ____
Phone Number (if known): _____ - ____ - ____

Please specify detailed information about who actually carried out the violation (designer, installer, construction activity...)
There could be multiple violators, such as an owner and a contractor. If you have detailed information about the violators the extent of their involvement in the violation please attach a narrative description. If the violation involves a corporation or entity please provide details on relationship of workers in the field to the corporation individual was/is working for.

OWNER INFORMATION:

Last Name: _____ (or Company Name), First: _____ MI: ____
Address: _____ City: _____ State: _____ Zip: _____ - ____
Phone Number (if known): _____ - ____ - ____ Date obtained property ____ / ____ / ____

If multiple owners or ownership has changed hands during violation please list a narrative history explaining who owned the property, when the property transferred and what their relationship to the property was/is.

CONTRACTOR OR AGENT INFORMATION: ☐ CONTRACTOR ☐ AGENT

Last Name: _____ (or Company Name), First: _____ MI: ____
Address: _____ City: _____ State: _____ Zip: _____ - ____
Phone Number (if known): _____ - ____ - ____

COMPLAINANT INFORMATION (PERSON MAKING COMPLAINT):

Do you wish your name to be kept confidential by NHDES? ☐ Yes ☐ No

Last Name: _____ (or Company Name), First: _____ MI: ____
Address: _____ City: _____ State: _____ Zip: _____ - ____
Phone Number (optional) _____ - ____ - ____

Please print and sign name.

Print Name: _____ Signature: _____

HOW TO FILE A COMPLAINT

With The NHDES SUBSURFACE SYSTEMS BUREAU

1. Determine whether the work in question is in the jurisdiction by calling the N.H. Department of Environmental Services ("NHDES"), Subsurface Systems Bureau at 271-3501 between 8:00 am and 4:00 pm. The Bureau has jurisdiction over individual septic systems and subdivisions. There are some exemptions such as the replacement of existing systems that are grandfathered.
2. Obtain a complaint form from the Subsurface Systems Bureau. It is advisable to make all requests in an enforcement case in writing.
3. This form can be filled in directly or used to provide guidance on the type of information needed to file a complaint. If an incomplete complaint is filed with the Subsurface Systems Bureau, it will be delayed.
4. The Subsurface Systems Bureau has minimal staff available to review, process and inspect complaints. Any background work you can do will greatly facilitate review of your complaint.
5. ***Do not*** file a complaint if you just want to get back at your neighbor. Civil disputes where the Subsurface Systems Bureau has marginal (if any) jurisdiction will not be given a priority.
6. **Location** is the key in filing a complaint. The most common missing item in complaints that are filed is a location map. The inspectors who travel within the state are not familiar with every town. Detailed directions with landmarks and descriptions of how to find a property are needed.
7. If the violation is old, historical research is necessary to determine who did the work, when it was done, and if the Subsurface Systems Bureau had jurisdiction at the time the work was done.
8. Locating the violation on a US Geological Survey map is very useful so that we can easily enter this complaint into our GIS database. In the event it is necessary for the staff to perform further research, this documentation may assist them.
9. Photos should be mounted and labelled on reverse side identifying when the photo was taken, who took the photo, and what the photo shows.
10. All information must be obtained without trespass.
11. In some instances, your local health officer, building inspector or code enforcement officer needs to be notified of a situation. Check with your town office.